

Business and Office Technology



The mission of the Business & Office Technology program is to provide students with the technical office skills and professional work habits for career success in today's business and industry. The Business & Office Technology program is committed to producing well-qualified employees for Alaska's companies, to providing a professional learning environment, and to meeting the needs of Alaska's diverse multicultural communities.

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Length of Course: 1,281 clock hours (includes 183 lab hours),
183 training days

Enrollment: Late August

Training Hours: 8:30 a.m. to 3:30 p.m., Monday through Friday

Certificate Level: Business & Office Technology

Occupational Levels:

- General Business/Office Assistant (Fast Track)
- Administrative Assistant
- Administrative Assistant with specialization in Information Processing or Legal Information
- Accounting Specialist
- Medical Billing & Coding Specialist

Industry Certifications:

The field of business and office technology covers all aspects of training workers for today's offices. AVTEC graduates are employed in private, state and federal offices, medical and legal offices, tribal organizations, and the construction and tourism industry. In addition to the Business & Office Technology certificate, students can also prepare for and earn the following industry certifications:

- Microsoft Office Word 2007
- Microsoft Office Excel 2007
- Microsoft Office PowerPoint 2007
- Microsoft Office Outlook 2007
- Microsoft Office Access 2007
- Microsoft Vista for the Business Worker
- Microsoft Certified Application Professional Certification
- Internet and Computing Core Certification (IC³)



Prerequisites:

Students need to read at a minimum 8th grade reading level. **TABE** tests scores for this program **must be:** Reading - 552 and Combined Math - 552. Contact the Admissions Office at (800) 478-5389 for program entrance information and testing requirements. Physical requirements of the occupation are good eyesight, finger coordination, and the ability to sit for one to two hours.

Business and Office Technology

Competent, dependable business and office employees with solid technical skills are always in demand. General Business/Office Assistants, Administrative Assistants, Accounting Specialists, and Medical Billing & Coding Specialists rank among the largest occupation group in Alaska and the U.S. economy and are employed by organizations of every type. Wherever you see an organization, you find business and administrative support services keeping that organization's office running efficiently.



Success in Alaska's changing workplace means that employees must have strong communication skills, the ability to perform tasks accurately and efficiently, and the knowledge necessary to operate a variety of equipment, from copiers to computers.

Whether you are preparing for your first job, retraining for a new career, or upgrading your skills for a current position, the Business and Office Technology program will provide you with the skills you need for today's jobs. What makes the Business & Office Technology program unique from most other training programs is the amount of hands-on experience a student is provided. From the time you clock in until the end of the day, you will be doing the same skills that employers will expect in the workplace.

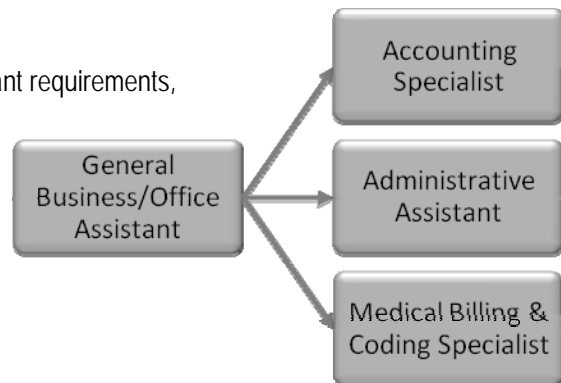
- **Earn a certificate in less than 5 months and go to work**

Your time and investment is important. Complete fast track training as a General Business/Office Assistant in less than 5 months. **With two start dates—August** (graduate in December) **and January** (graduate in May)—students can earn core skills that will prepare them for tomorrow's jobs.

- **Earn advanced training in just 9 months and go to work**

Start in August and complete the General Business/Office Assistant requirements, then choose one of the following specialized tracks:

- Accounting Specialist
- Administrative Assistant
- Medical Billing & Coding Specialist



- **Earn University of Alaska credit while attending AVTEC**

Earn up to 30 University of Alaska college credits (depending on coursework completed) while attending AVTEC.

- **Change the course of your career and future**

With an **annual placement rate of 95 to 100 percent**, join the many successful graduates who are employed in their chosen field around the State of Alaska.

Computer operations are a major part of the Business and Office Technology program. Students learn to operate computers in a modern computer lab using a variety of software to become a productive user of computer hardware, software, networks, and the Internet. Training software includes Microsoft Office (Word, Excel, PowerPoint, Access, and Outlook), Microsoft Windows and Internet Explorer, Microsoft Publisher, QuickBooks Pro, and Cougar Mountain Accounting. Students are taught by Microsoft Certified Application Specialist Instructors using the curriculum designed for Microsoft Certified Application Specialist (MCAS) certification. The MCAS credential demonstrates to an employer that Business and Office Technology students have the skills with Microsoft's leading business desktop software.

Students may complete Internet and Computing Core Certification (IC³) or Microsoft Certified Application Specialist (MCAS) testing and receive industry-recognized certifications while at AVTEC. These certification exams are separate from the regular curriculum. Students who have completed the Computer Operations and Software Applications segment of the training should be ready to complete these certification testing.

Program Requirements

To achieve a **Business and Office Technology certificate**, students must complete the following requirements. Occupational levels will be assigned upon successful completion of the training program based on the student's proficiency of the program's competencies and include: **General Business/Office Assistant (Fast Track), Administrative Assistant, Accounting Specialist, Administrative Assistant with specialization in Information Processing or Legal Information, or Medical Billing & Coding Specialist.**

General Business/Office Assistant

NOTE: The General Business/Office Assistant Fast Track training is offered two times a year beginning in August (ending in December) and in January (ending in May). Successful completion is required to begin any other occupational level. Contact hours: 609.

Computer Operations and Software Applications (Contact hours: 309)

Computer operations and software applications include the use of Microsoft Windows commands to start applications and manage files on a stand-alone personal computer and in a networked environment. Students also develop the skills required to produce quality mailable office documents using Microsoft Word, present financial information and other numerical data using Microsoft Excel, and prepare electronic presentations using Microsoft PowerPoint. Students demonstrate the use of Internet technologies including effective Internet searching and the efficient use of electronic mail.



Keyboarding and Document Processing, Proofreading and Editing (Contact hours: 60)

Students learn and demonstrate proper "touch typing" technique. They learn proofreading skills to identify errors, make corrections, and apply standard proofreading marks. Using a word processor, students create mailable personal-business letters, business letters, interoffice memorandums, envelopes and labels, and other documents. Throughout the program students practice daily to develop acceptable speed and accuracy levels.

Office Procedures and Office Machines, Job and Interview Preparation, and Internship Training (Contact hours: 90)

Students complete a wide variety of office procedures that include ways to contribute to office safety and productivity; selecting appropriate professional behavior in office situations; demonstrating effective telephone techniques; identifying banking services; demonstrating the ability to sort, log, and route incoming mail; preparing outgoing mail and applying appropriate services, classes, and rates; applying indexing and alphabetic, numerical, subject, and geographical filing rules and procedures; demonstrating the

use, identification, and purchasing of office supplies; and schedule travel arrangements, prepare travel itineraries, and complete expense reports. Students operate common office machines including the photocopier, fax, calculator, and shredder. Throughout the program students practice daily to develop acceptable 10-key speed and accuracy levels. Students also complete an application form and resume, participate in

scenarios utilizing various workplace communications skills, develop interview techniques and complete a video-taped simulated job interview, and complete an Internship that consists of a minimum of one week of training in a business, industry, or other agency. Internships provide students with direct supervised work experience related to their training.

Recordkeeping (Contact hours: 60)

The recordkeeping section of the program focuses on both personal records and forms and basic business records. Competencies include completing, verifying, filing and maintaining personal records and forms for banking, budgets, and credit; handling cash; and preparing business records for sales, travel, budgets and business banking.

Business English (Contact hours: 60)

Students develop the writing skills required in business and office employment and include: time management and study skills, proofreading techniques, correct word usage, sentence structure skills (use of commas and other punctuation marks, capitalization, numbers, and abbreviations), writing business letters and memos, and composing employment letters.

Business Mathematic (Contact hours: 30)

Students master the use of basic mathematics needed in business and office employment and in personal finance, and include: whole numbers, decimals, credit, interest, percents, and mathematics of buying and selling.

Administrative Assistant track

In addition to the completion of the General Business/Office Assistant requirements, the Administrative Assistant track focuses on specialized advanced business office skills.

NOTE: Training begins each August. Contact AVTEC Admissions for details at (800) 478-5389. Contact hours: 1,281.

Prerequisite: Completion of the Business & Office Technology General Business/Office Assistant occupation level.

Computer Operations and Software Applications

(Contact hours: 582)

Building upon the skills learned in the General Business/Office Assistants, students use **Microsoft Word** to create, customize, and organize documents by using formatting and visual content that is appropriate for the information presented. Students also learn to become proficient in reviewing, sharing, and securing content. Using **Microsoft Excel**, students create and manipulate data, format data and content, create and modify formulas, present data visually, and collaborate on and secure data. Using **Microsoft PowerPoint**, students create and format presentation masters and templates, create and format slide content, work with dynamic visual content, and collaborate on and deliver presentations. Using **Microsoft Access**, students structure databases, create and format database elements, enter and modify data, create and modify queries, present and share data, and manage and maintain the overall database.



Using **Microsoft Outlook**, students manage messaging, manage schedules and tasks, manage contacts and personal contact information, and organize information.

Integrated Office Simulation

(Contact hours: 90)

Students integrate their administrative, written communication, and technological skills to complete a variety of work for a simulated company. A wide range of skills are used: the

Internet to research and gather information; Microsoft Outlook for correspondence and the scheduling of tasks, meetings and events; and the integration of Word, Excel, PowerPoint, and Access to create and edit a variety of documents.

Students also complete additional English, mathematics, and advanced topics based upon the emphasis in information processing or legal administrative studies.

Accounting Specialist track

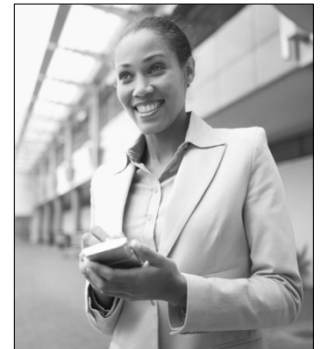
In addition to the completion of the General Business/Office Assistant requirements, the Accounting Specialist track focuses on identifying accounting and career opportunities in the accounting profession, and performing accounting work for three complete accounting cycles. Students will also complete simulated work for a business and computerized accounting. Listed as one of the "hot jobs in Alaska" by the Department of Labor and Workforce Development, the opportunity for employment within Alaska is very good.

NOTE: Training begins each August. Contact AVTEC Admissions for details at (800) 478-5389. Contact hours: 1,281.

Accounting for a Service Business Organized as a Proprietorship

(Contact hours: 120)

Competencies include starting a business, analyzing transactions into debit and credit parts, journalizing transactions, posting transactions to a general ledger, the use of cash control systems, completing a worksheet, preparing financial statements, and recording adjusting and closing entries.



Accounting for a Merchandising Business

Organized as a Corporation (Contact hours: 200)

Competencies include journalizing purchases and cash payments, journalizing sales and cash receipts using special journals, posting to general and subsidiary ledgers, preparing payroll records and payroll reports, distributing dividends, preparing a worksheet for a merchandising business, preparing and analyzing financial statements, and recording adjusting entries for a corporation.

Accounting for a Merchandise Business Organized as a Corporation—Adjustments and Valuation

(Contact hours: 202)

Competencies include accounting for uncollectible accounts receivable, accounting for plant assets and depreciation, accounting for inventory, accounting for notes and interest, accounting for accrued revenue and expenses, and end-of-fiscal-period work for a corporation.

Additional Accounting Procedures (Contact hours: 30)

Competencies include accounting for partnerships and recording international and Internet sales.

Computerized Accounting (Contact hours: 120)

Using commercial accounting software, students will setup and maintain computerized accounting records for a variety

of businesses. Competencies include analyzing transactions, journalizing and posting to the general ledger, processing payroll, and accounting for accounts receivable and payable. Using **QuickBooks Pro**, students will also create and restore company files, setup companies, work with lists, edit chart of accounts, work with bank accounts, enter sales and invoices, receive payments and make deposits, enter and pay bills, analyze financial data, process payroll, and customize forms and letters. Using **Microsoft Excel**, students become effective and efficient at creating and manipulating data, formatting data and content, creating and modifying formulas, presenting data visually, collaborating on and securing data, and have the opportunity to become a Microsoft Certified Application Specialist.

Medical Billing & Coding Specialist track

Skilled medical billing and coding technicians are in high demand these days. With a rising demand for medical tests, treatments, and procedures—health insurance companies, regulators, courts, and consumers are requiring skilled workers to accurately process insurance claims and handle detailed medical records. A Medical Billing & Coding Specialist will assign alphanumeric codes to specific illnesses, injuries and medical procedures, under a system of coding that is used across the health care system. Insurance companies and public agencies require the codes to reimburse health care providers while hospitals and doctors use the codes for internal data collection and planning. This training provides students with the skills needed for employment with health care employers. Graduates are employed by hospitals, clinics, ambulatory care centers, group medical practices, single-physician medical practices, or other medical offices.



NOTE: Training begins January 2010. Contact AVTEC Admissions for details at (800) 478-5389. Contact hours: 672.

Prerequisite: Completion of the Business & Office Technology General Business/Office Assistant occupation level.

Medical Terminology (Contact hours: 120)

Students master a concise and systematic approach of learning the language of health care. In order to properly code medical procedures, students will learn medical terminology by constructing and deconstructing words into their parts, organization of the body and body systems, and prefixes, roots and suffixes.

Medical Office Procedures (Contact hours: 120)

From single-physician or group medical practices to clinics and hospitals, students learn the procedures commonly used in every medical practice. Topics include: the healthcare team, handling a variety of telephone calls, medical records and medical filing systems, appointment scheduling, medical billing software programs and systems, accounting procedures, and reports in the medical office.

Medical Billing & Coding (Contact hours: 432)

Students learn all aspects of insurance billing for a full range of today's health care plans. Topics cover four main areas:

1. **Career Role and Responsibilities**
The role of an insurance billing specialist, and HIPAA compliance and privacy in insurance billing.
2. **The Claims Process**
Health insurance, medical documentation, diagnostic coding, procedural coding, the paper claim: CMS-1500 (08-05), electronic data interchange: transactions and security, receiving payments and insurance problem solving, office and insurance collection strategies.
3. **Health Care Payers**
The Blues Plans, private insurance, and managed care plans, Medicare, Medicaid and other state programs, TRICARE and CHAMPVA, workers' compensation, and disability income insurance and disability benefit programs.
4. **Inpatient and Outpatient Billing**
Hospital billing, and seeking a job and attaining professional advancement.